



At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer the modern conveniences for today's discerning consumer; we continue to embrace the warm interaction for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

Our competitive and generous benefits include paid vacation and sick leave, medical, vision and dental benefits, short-term and long-term disability coverage, company paid life insurance, 401K with match, paid holidays and a family-friendly environment. Our total compensation and total benefits are highly competitive within the industry.

We strive to add value to our member's lives by providing them with fast, easy and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

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Job Title: **Branch Manager**

Job Status: **Full Time – Exempt – Fully Benefited**

The Branch Manager oversees the operation of all branches providing guidance and leadership to their team, ensuring adequate scheduling of staff to maintain appropriate service levels and maintaining compliance to regulations, standards and laws. The Branch Manager oversees the coaching and development of employees to promote a sales and service culture while driving the financial services staff toward achieve of strategic goals.

**Job Responsibilities:**

This position will supervise, schedule and direct the general activities of the Financial Services employees. This includes directing staff activities, approving weekly payroll, supporting the hiring process, enforcing guidelines, policies and procedures, administering disciplinary notices and terminations when necessary, reviewing and revising the schedule as necessary to maintain adequate branch coverage and managing the annual employee performance review process for the department. Coach, train and develop employees, follow through to ensure completion of prescribed training plans; coach staff to identify cross sales opportunities while promoting a sales and service culture. Guide employees to meet established goals. Keep staff informed of branch promotions, changes in procedures, and any areas of concern. Continually foster a sales and service culture. Resolve escalated member concerns. Review staff checklists to ensure opening and closing duties are



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completed on a daily basis and perform periodic branch audits. Perform the functions of Teller and Financial Service Personnel and support branch activities as needed.

Ensure branch adherence to applicable regulatory requirements, and general office security and maintenance functions, including basic upkeep and troubleshooting of coin machines and cash recyclers. Review, analyze, and evaluate all phases of branch operations, procedures, trends, and needs on an ongoing basis; report significant findings and make recommendations to management. Monitor branch activities to ensure they are in compliance with established Credit Union policies and procedures. Manage all aspects of cash and negotiable items including branch balancing and reconciliation of Teller drawers, vault, ATM and other items.

Promote credit union products and services, actively participate in initiatives to grow the Credit Union membership base and increase loan volume in the branches. Assist members with account and loan inquiries; maintain up to date IRA regulation knowledge and NMLS status.

#### **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE POSITION:**

- Maintain a cohesive, highly trained, motivated staff sufficient to meet daily branch demands.
- Coach, train and develop direct reports, ensure all staff members are certified in their roles.
- Maintain the schedule to ensure coverage for branch operations and efficiency.
- Provide informed, professional and accurate service and support to all members and associates.
- Effectively evaluate the efficiency of the branch and develop specific recommendations for improvements.
- Meet or exceed the established branch goals each month and ensure direct reports achieve at least the minimum standard of their individual goals.
- Maintain a regular meeting schedule with employees to address performance, goals progress and training needs.
- Complete and deliver performance reviews within the prescribed timeframe.
- Maintain dependable record of attendance and timeliness.

#### **REQUIRED STANDARDS FOR ALL EMPLOYEES:**

Ensure quality service in all member interactions. Maintain a positive work environment that is respectful and professional towards members, co-workers, supervisors, vendors and visitors. Maintain complete confidentiality of member, employee, and Credit Union information. Abide by PVCU policies and procedures, including regulatory compliance



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requirements such as the Bank Secrecy Act, and ensure the safety and soundness of the Credit Union in all transactions and interactions.

Please send resumes to [HumanResources@pvcu.org](mailto:HumanResources@pvcu.org)